

INFORMATION SYSTEMS CONSULTANT

Job Classification

Adopted: July 14, 2002

Revised: May 5, 2013 2



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- “Á Assist members of the campus community with accessing campus and/or departmental computing resources and other information resources available over wide area networks.
- “Á Coordinate requirements for testing, production, scheduling and other actions between technical and operations units; assist in reviewing and analyzing problems and determining solutions.
- “Á Obtain information and reports using existing programs and systems; consult with appropriate operations or applications staff to identify needs for reports or other production requirements; provide assistance in identifying available services; and coordinate between clients and technical staff.
- “ Maintain an inventory of management information services equipment, supplies and materials; review technical publications and other information to identify new technology and improvements in hardware or software; make recommendations concerning purchases, changes in contracts or other actions; prepare and coordinate purchase orders, contracts and other documents as required.
- “Á Provide and coordinate training and assistance to staff and other users on various types of software and hardware.
- “ Coordinate with technical staff when problems require additional analysis or assistance.
- “Á Maintain currency with Information Systems issues and trends.
- “Á Supervise and or lead staff engaged in providing customer service, consulting and support.

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions. **Some positions may require service and/or knowledge management certifications.**

Level 1A



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working relations. Ability to translate user terminology to and from management information systems terminology.

Education and Experience

Associates degree and 1 year experience in a relevant field (i.e. Information Technology or related



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- * **Complexity:** Complexity increases as the number of users trained increase, as the type of training becomes more critical, and as severity of client problems increases. Complexity also